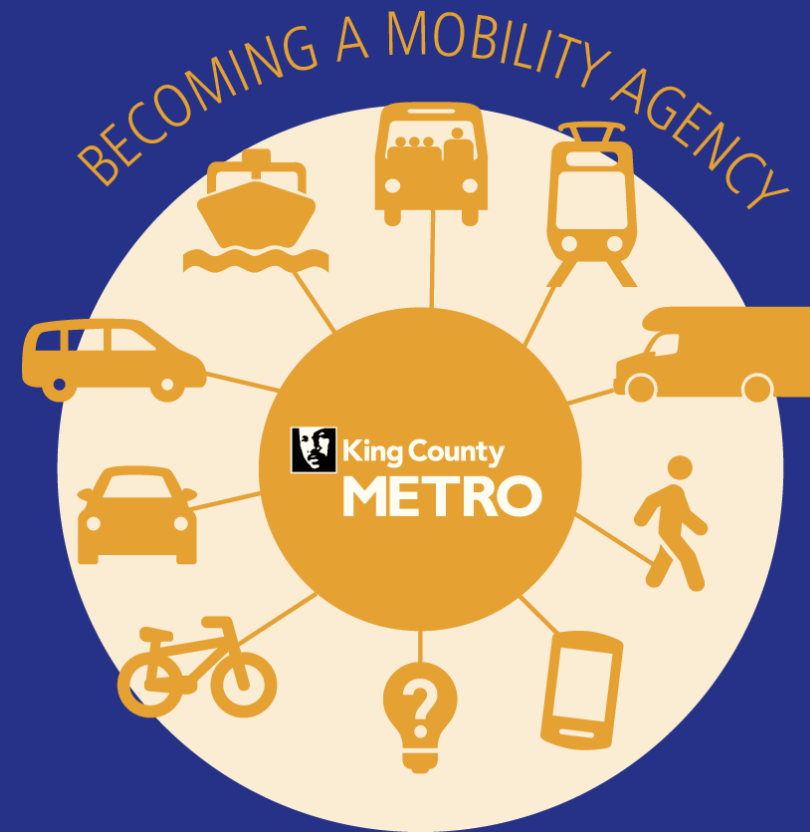


King County Metro: Flexible Services Program

Regional Transit Committee
September 2022



Today's Topics

- Background and policy
- Prioritization
- Current pilots
- Performance
- Marketing
- What's next

Background

- Flexible Services are part of Metro's broad range of mobility services
- Current programs developed from Alternative Services Demonstration Program established in 2015-2018 followed by on-going learning and testing
- Evolving direction:
 - Consistent with Strategic Plan for Public Transportation
 - Collaborative process with communities where fixed-route may not best meet needs
 - Focus on where needs are greatest



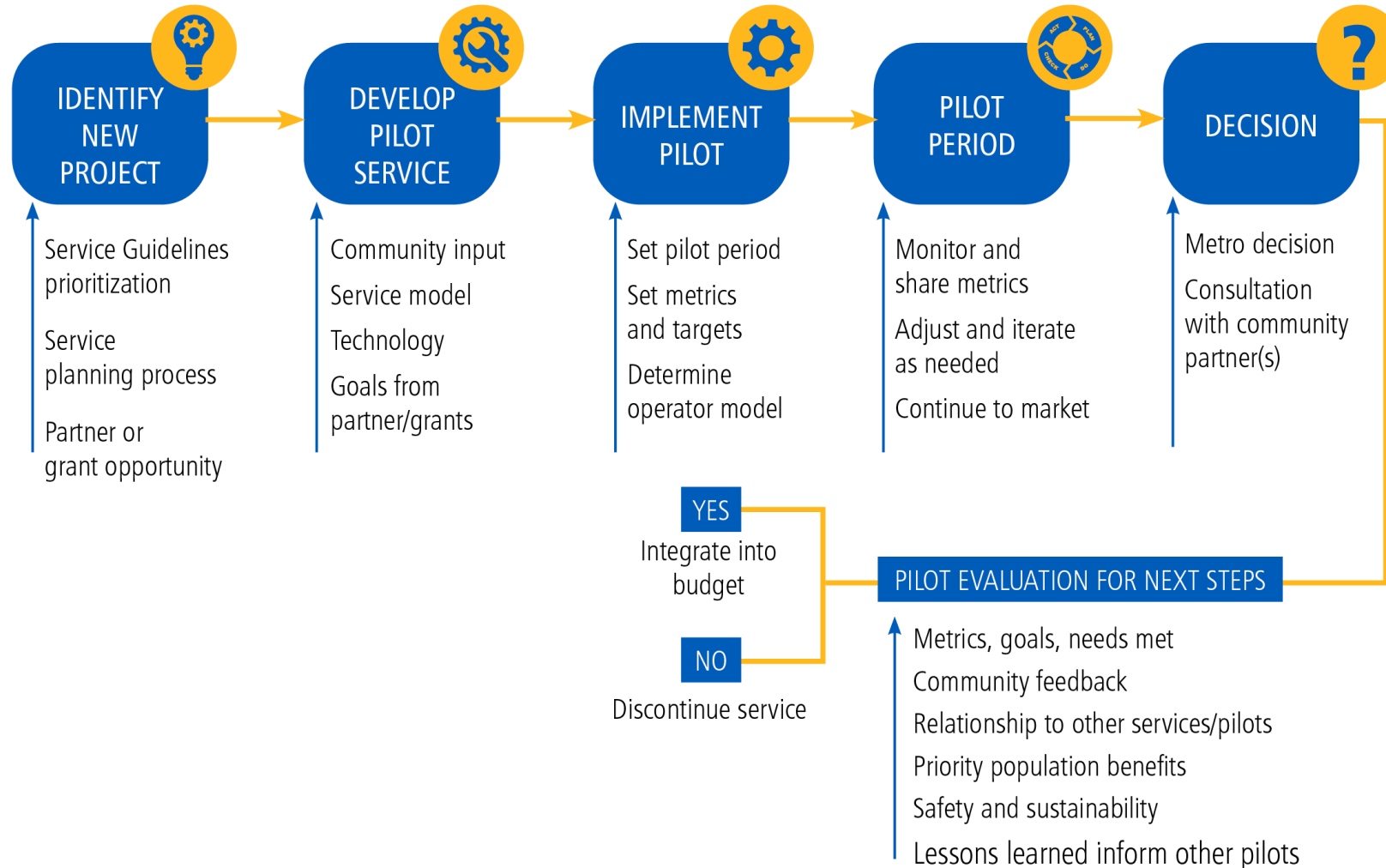
Policies

- **Strategic Plan for Public Transportation**
 - Metro and partners adopt innovative services and products that complement and support transit and make efficient, equitable use of public spaces
- **Metro Connects**
 - Pilot new innovative flexible service models
 - Partner to secure additional funding
 - Design, implement, evaluate new services
- **Service Guidelines**
 - Priority – equity, access, density
 - Evaluation – equity, productivity, efficiency

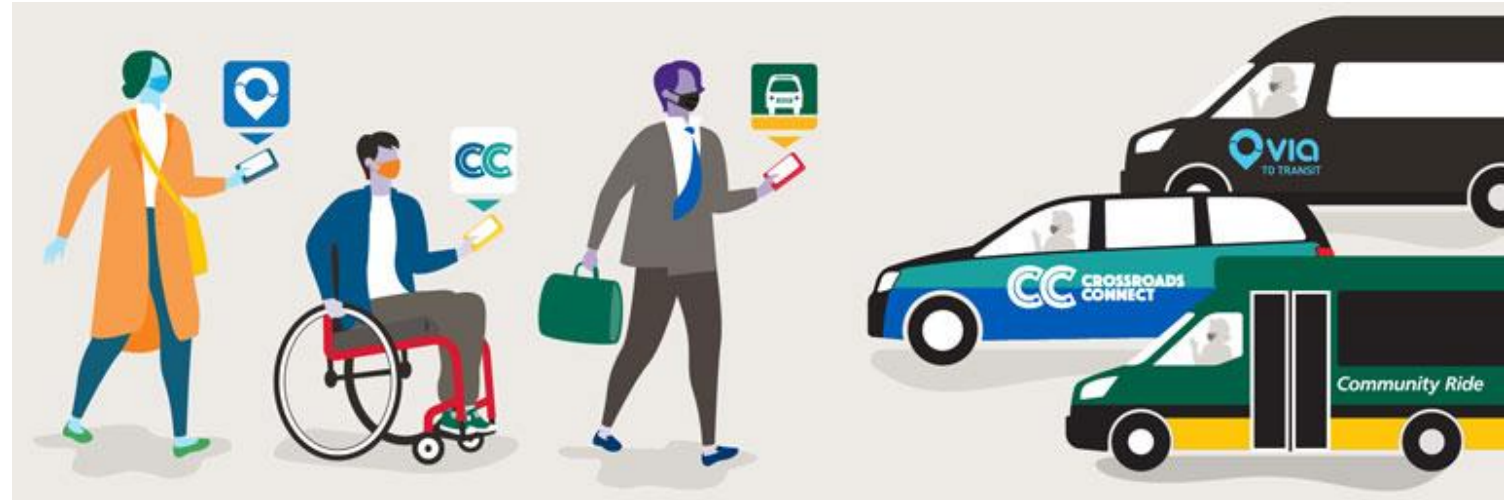


Pilot evaluation and decision-making

LIFE CYCLE OF PILOT PROJECT



Prioritization



- **Equity:** serving those who need access the most
- **Partnership:** looking for opportunities to leverage resources
- **Access:** reaching jobs and community assets
- **Density:** serving areas with adequate ridership, and without high quality fixed-route service

Primary pilot types

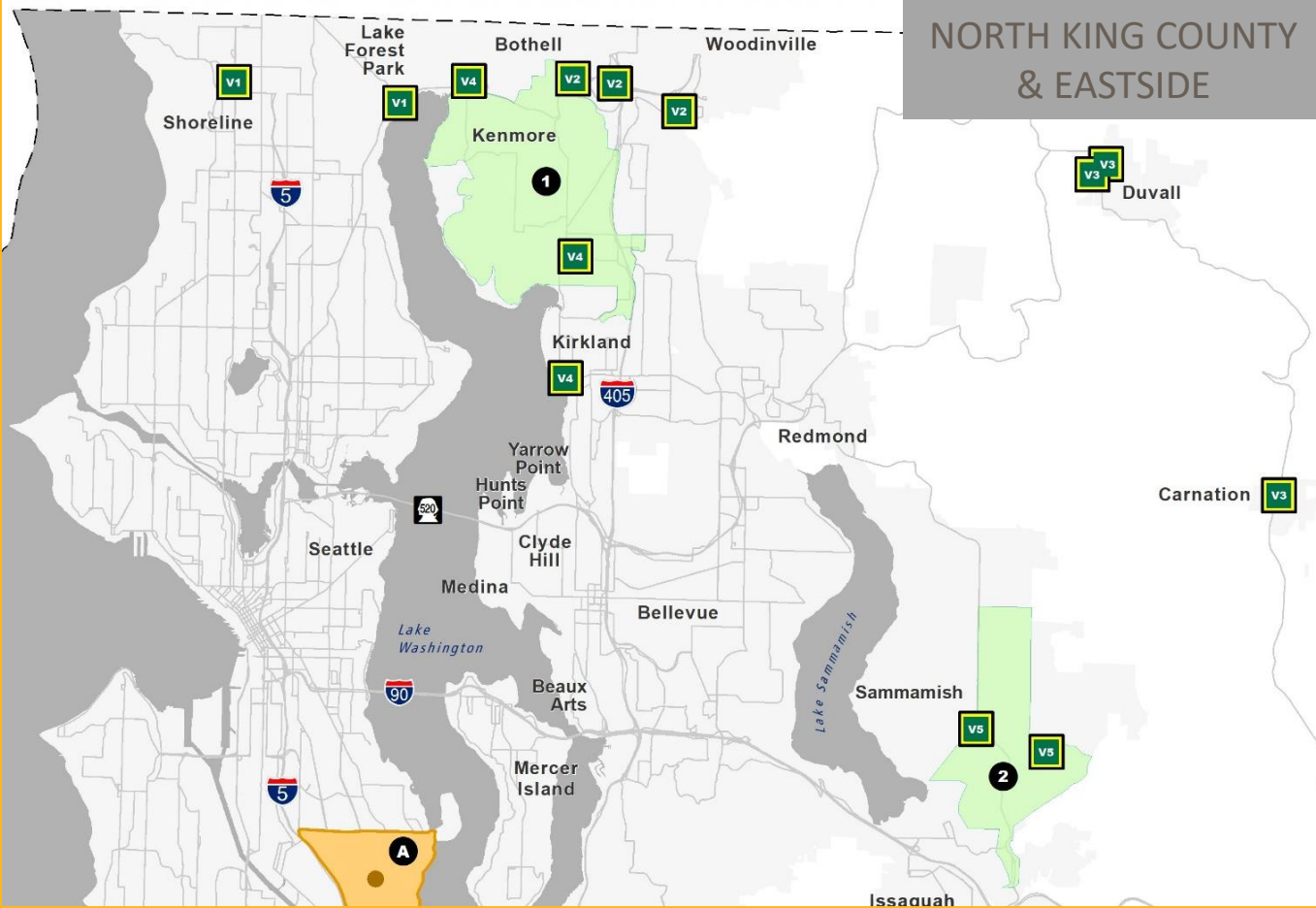
On-Demand

- On-demand trips
- Professional drivers
- Service area and hours



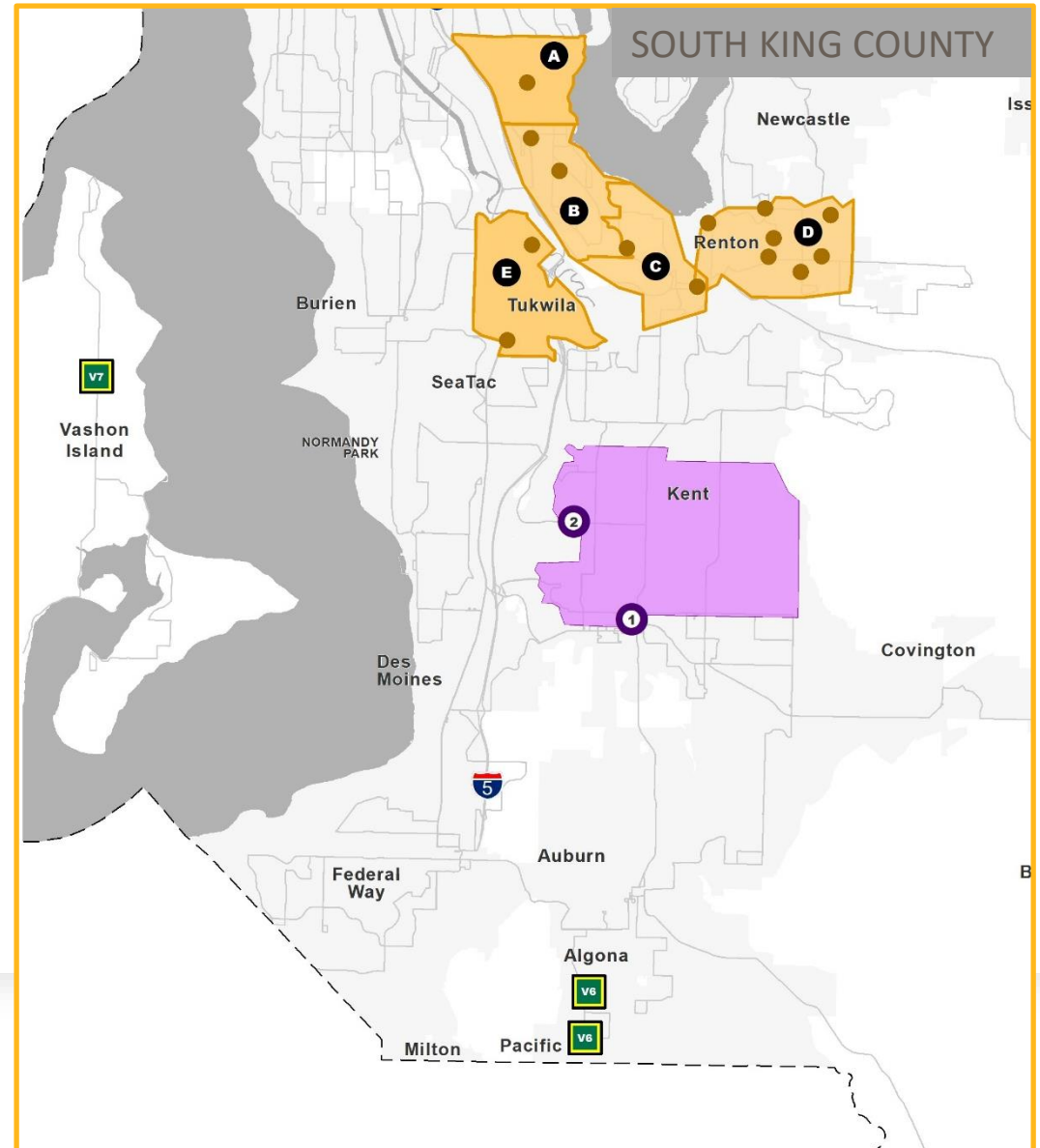
Community Van

- Local vans available for shared trips
- Volunteer drivers



NORTH KING COUNTY & EASTSIDE

Pilot locations



SOUTH KING COUNTY

- Community Vans**
- V1 - Shoreline-Lake Forest Park
 - V2 - Bothell-Woodinville
 - V3 - Duvall-Carnation
 - V4 - Kenmore/Kirkland
 - V5 - Sammamish
 - V6 - Algonia/Pacific
 - V7 - Vashon Island

- Via to Transit**
- Othello
 - Rainier Beach
 - Skyway
 - Renton Highlands
 - Tukwila
- Via to Transit Hubs**

- Pingo to Transit**
- 1 Pingo Hub - Kent Station
 - 2 Pingo Hub - Kent Valley

- Community Ride**
- Juanita
 - Sammamish

Metro bus routes currently operating



Moving forward together

Trailhead Direct

- Partnership with King County Parks
- Seasonal transit-to-trails service
- Goals evolved from alleviating parking congestion to increasing equitable access to the outdoors
- Two routes sustained services, two are still pilots
- Operations on most routes suspended due to operator shortage



Community Van

- Local, shared community-based trips
- Community Transportation Coordinator (CTC)
 - Recruits volunteer drivers
 - Manages trips and vehicles
 - Promotes, maintains info hub
- Metro provides vehicles, fuel, maintenance, insurance, staff funding, monitoring
- Available 24 / 7, flexible to meet community need



Community Van – Volunteer Drivers & CTCs

Unique stories that connect with communities:

- Non-profit youth field trips
- Senior center outings
- Holiday parades
- ORCA card handout
- Mommy and Me art event
- Food deliveries



Community Van – 2021 Performance

Pilot	Total trips	Total boardings	Boardings per trip	Cost per boarding
All Community Van	1,180	5,455	4.6	\$14.69
Algona-Pacific	75	776	10.3	\$6.11
Bothell-Woodinville	257	692	2.7	\$17.40
Duvall-Carnation	238	619	2.6	\$20.54
Kenmore-Kirkland	200	1,964	9.8	\$6.83
Sammamish	77	314	4.1	\$31.52
Shoreline-Lake Forest Park	256	783	3.0	\$17.88
Vashon	77	307	4.0	\$29.73

On-Demand pilots

Via to Transit

- Point to hub
- Serves Link Stations, community assets



Popular destinations:

Othello:

- 1 Othello Station

Tukwila:

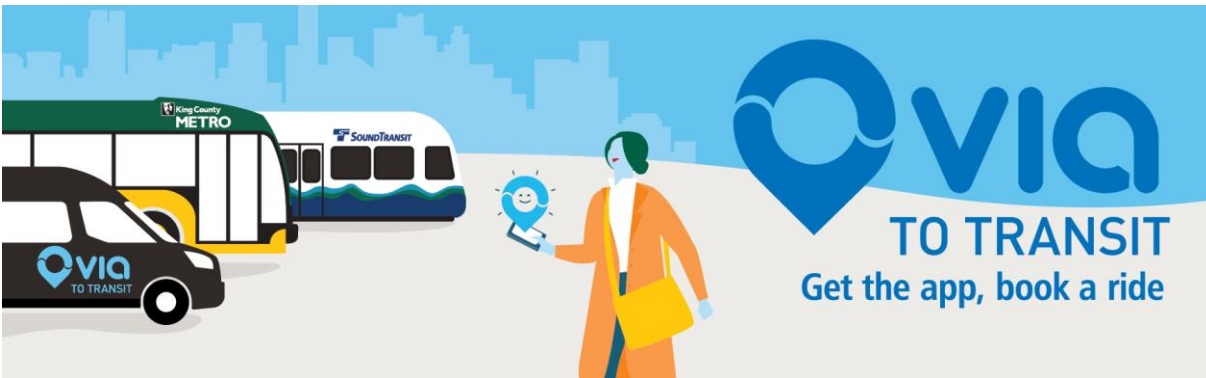
- 2 Tukwila Community Center
- 3 Tukwila International Blvd Station

Rainier Beach/Skyway:

- 4 Rainier Beach Station
- 5 Kubota Garden
- 6 Skyway Library
- 7 Renton Transit Center

Renton:

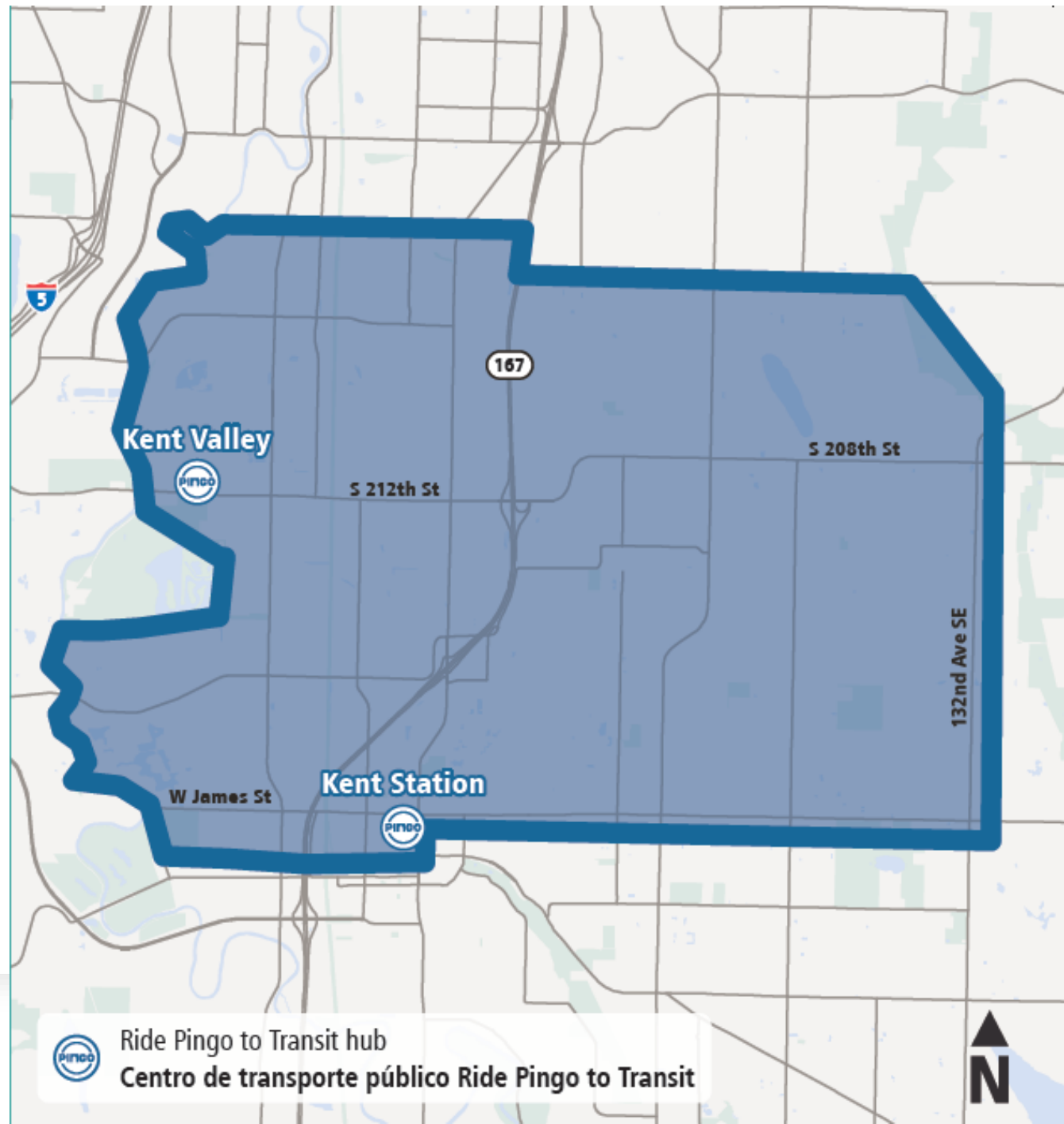
- 7 Renton Transit Center
- 8 Whitman Court/Safeway
- 9 Renton Landing
- 10 Hazen High School
- 11 Renton Public Health/RTC
- 12 Bartells/QFC
- 13 Kaiser Permanente
- 14 Renton Highlands Library



On-demand pilots

Ride Pingo to Transit

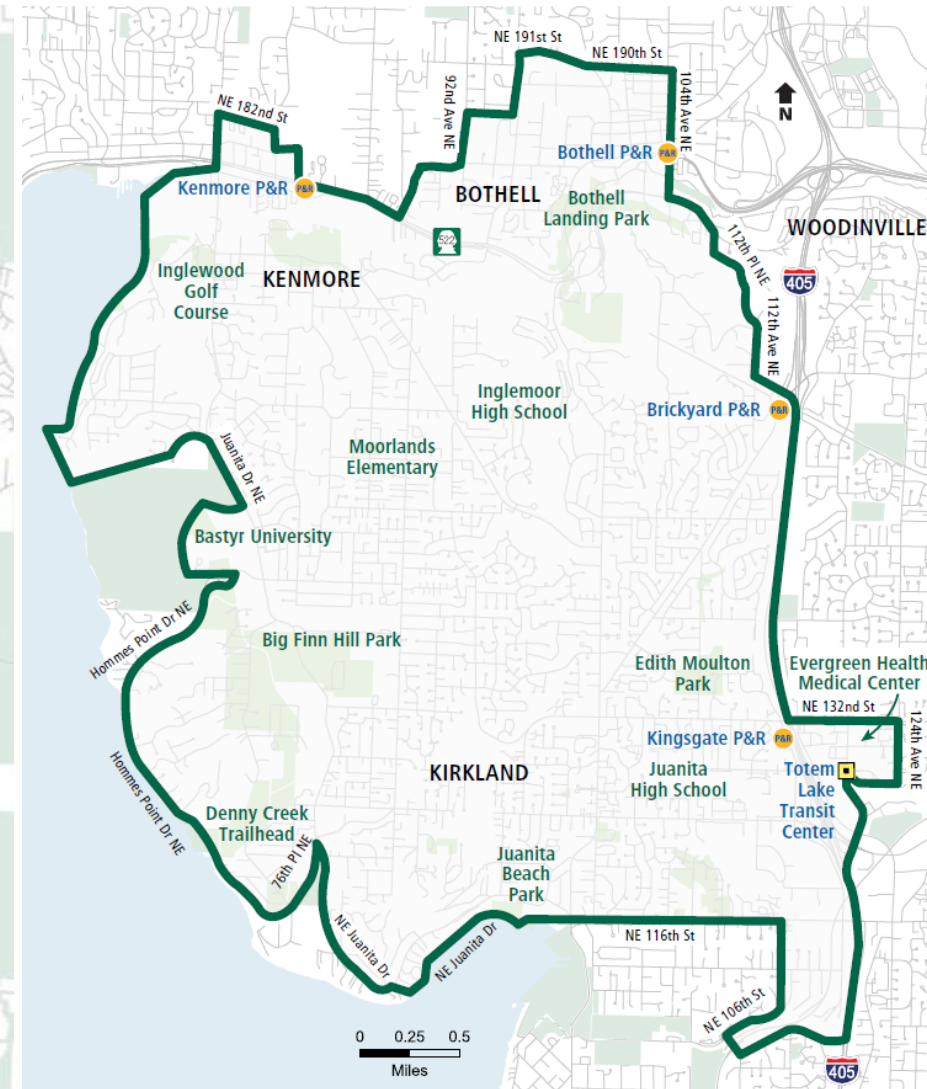
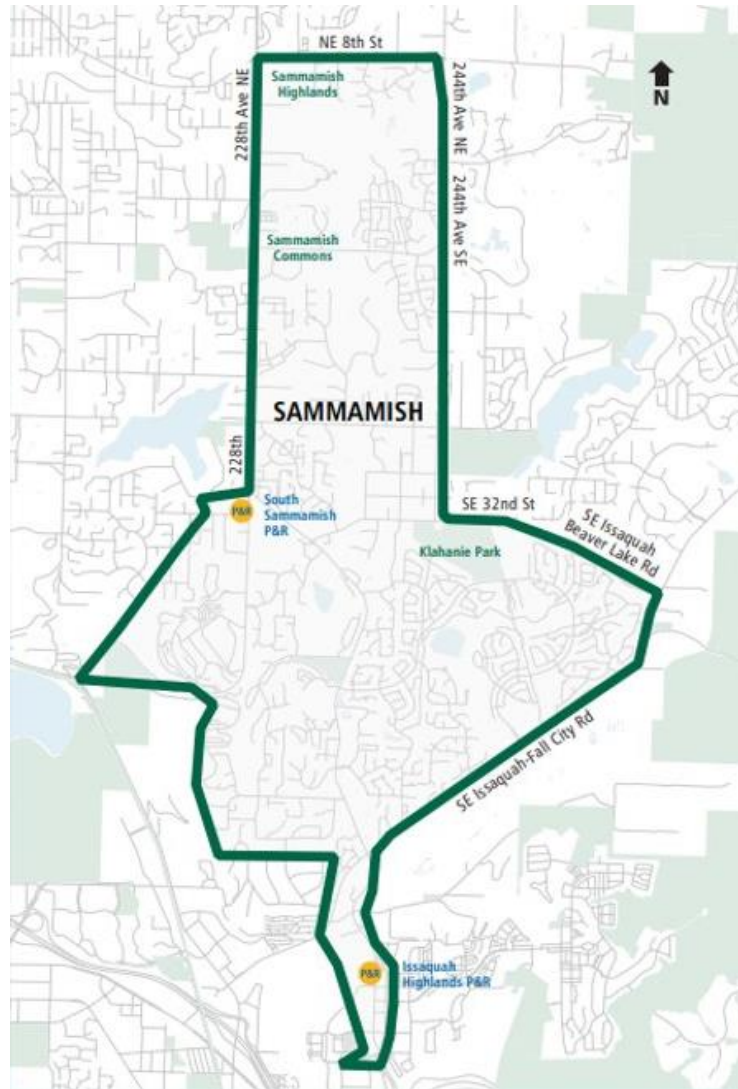
- Grant funded, specifically testing "transit connect" functionality
- Point to hub
- Serves to employment center, and Kent Station



On-demand pilots

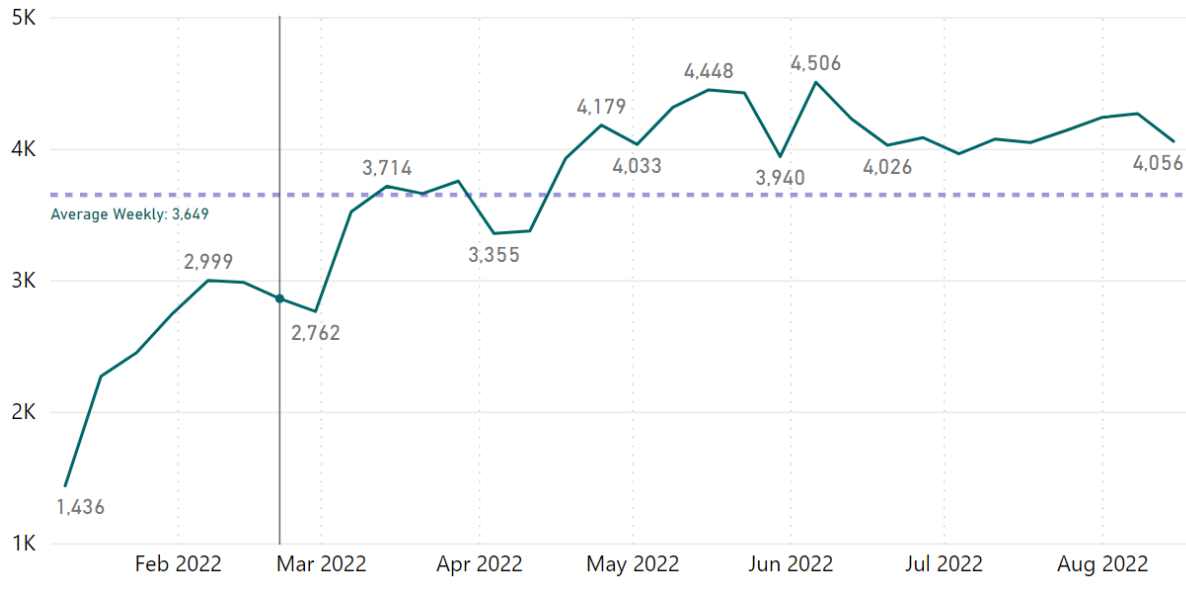
Community Ride

- Juanita and Sammamish service areas
- Point to point

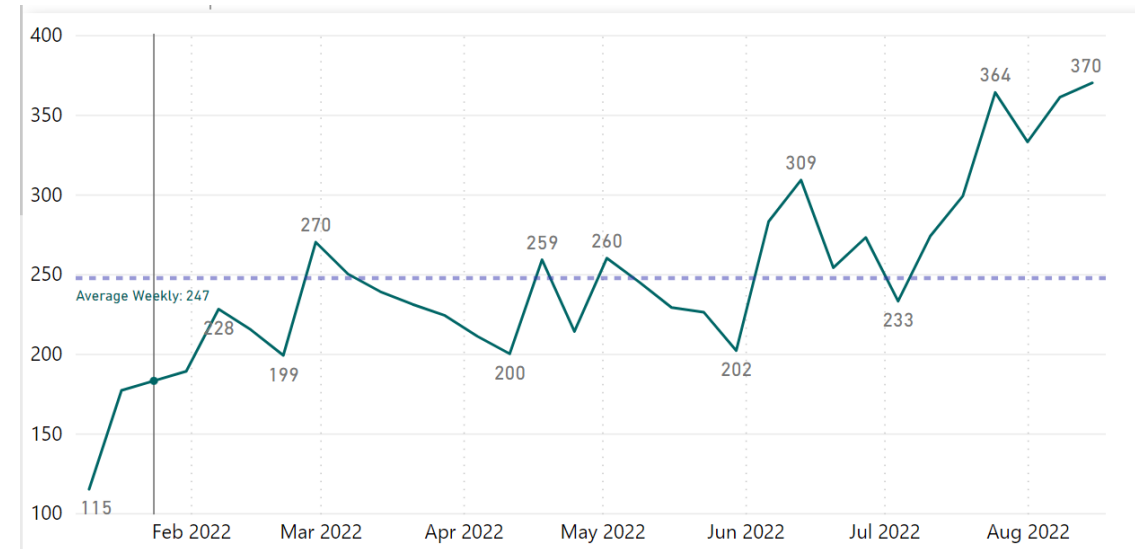


On-demand pilot performance

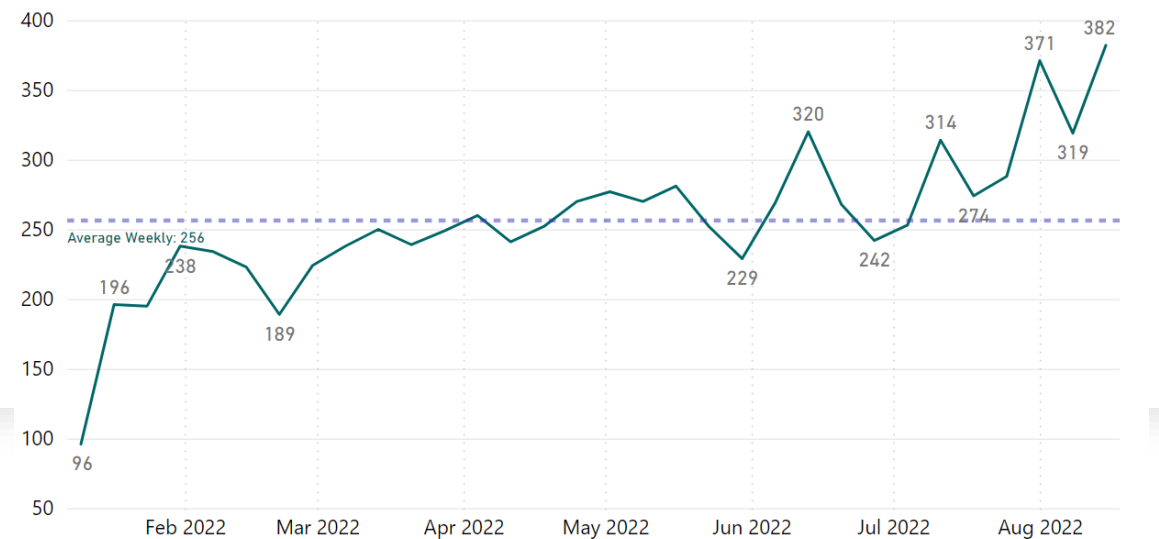
Via ridership January – August 2022



Community Ride ridership January – August 2022



Ride Pingo ridership January – August 2022



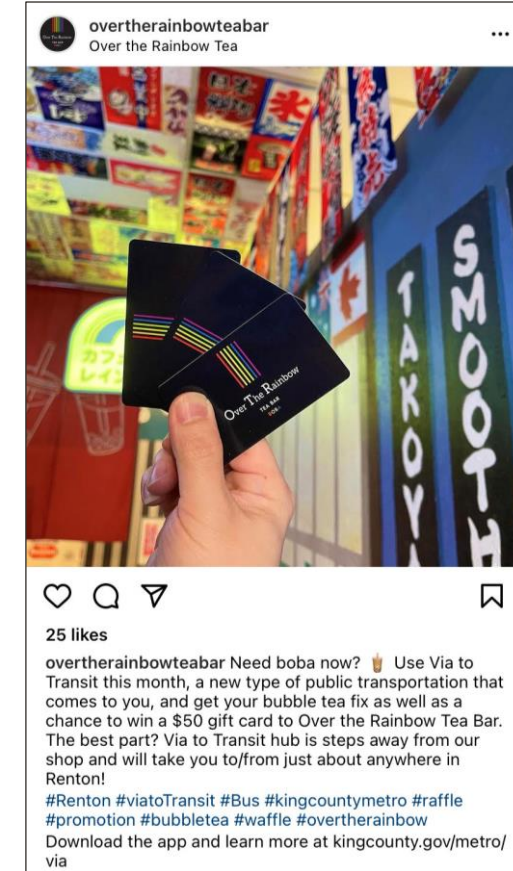
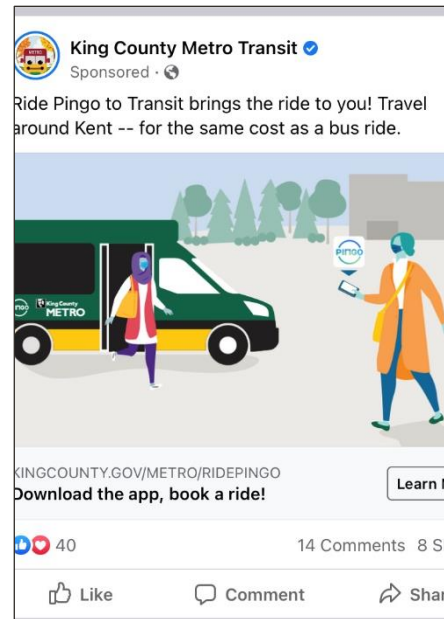
On-demand pilot performance

March 2022 – June 2022

Pilot	PRODUCTIVITY Rides per vehicle hour	EFFICIENCY Cost per ride	EQUITY % equity trips
Othello (Via)	2.76	\$15.23	93%
Rainier Beach (Via)	3.62	\$11.62	93%
Tukwila (Via)	3.02	\$13.93	88%
Skyway (Via)	1.95	\$21.62	64%
Renton (Via)	3.27	\$12.86	87%
Kent (Ride Pingo)	1.51	\$83.00	95%
Juanita (Community Ride)	1.15	\$115.00	39%
Sammamish (Community Ride)	2.09	\$60.00	12%

Marketing

- Digital / social media
- Small business promotions
- Direct mail
- Events



Future innovation and new features

- Electrification
- Integrations with paratransit
- Full trip planning capability
- Disabling on-demand when fixed-route is good
- Adjust trip priority to meet transfers to transit
- Non-dedicated service providers for high demand times/overflow



Closing and Questions